

ABSTRACT OF THE DISCLOSURE

[0095] A computer-implemented method processes issue data pertaining to a system. Issue data is received from a reporting entity, the issue data identifying an issue pertaining to the system and the reporting entity. A database is accessed to retrieve performance data regarding the reporting entity. The performance data is indicative of a past performance of the reporting entity in reporting issues pertaining to the system. A response activity, responsive to the issue, is automatically prioritized utilizing the performance data regarding the reporting entity.